



# M E D I A   R E L E A S E

STATE OF TENNESSEE  
BUREAU OF TENNCARE

FOR IMMEDIATE RELEASE  
NOVEMBER 30, 2001

CONTACT: LOLA POTTER

## **TENNCARE MEMBERS SATISFIED WITH QUALITY OF CARE**

NASHVILLE, Tenn.— TennCare members see physicians more often, visit emergency rooms less for routine care, and are able to see a doctor without excessive travel or waiting time. That's the conclusion of the annual survey of TennCare recipients performed by the University of Tennessee at Knoxville.

"TennCare continues to achieve its mission - effective healthcare within a predictable budget for Tennesseans who are Medicaid eligible or who lack access to health insurance," said TennCare Director Mark Reynolds. "It's also important that members are satisfied with the quality of care they're getting, as the UT survey confirms."

The survey, "The Impact of TennCare: A Survey of Recipients," shows 79 percent of respondents are satisfied with TennCare, a figure that has been stable since 1996.

According to the survey, TennCare recipients continue to seek care most often in physicians' offices or clinics rather than hospital emergency rooms. There was little change in the frequency of visits to doctors' offices.

The survey shows that about three-fourths of TennCare members who were questioned rated the quality of medical care received by their children in TennCare as either "excellent" or "good," a slight improvement over results from the year 2000. Approximately 60 percent of respondents felt the same regarding the quality of care received by adults (heads of households), about the same as the year before.

TennCare continues to put Tennessee at the top of a list of states with the most number of people who have health care insurance. The number of uninsured people in the year 2001 in Tennessee is 6.2 percent, compared with 6.5 percent from the year before. The latest data from the US Census Bureau shows 17.5 percent of non-elderly people in the US do not have health care insurance.

The survey was based on telephone interviews conducted between May 15 and June 30, 2001. The target sample size was 5,000, and approximately 60 percent of those contacted agreed to participate in the survey. The survey is performed annually by William Fox, Director of the Center for Business and Economic Research and William Lyons of the Social Science Research Institute at UT-Knoxville.

The survey can be viewed on the web at: <http://www.tennessee.gov/tenncare/fox2001.pdf>. TennCare is the state's managed health care program for about 1.47 million Tennesseans who are eligible for Medicaid, uninsured or uninsurable.

###

STATE CAPITOL, 1ST FLOOR  
NASHVILLE, TN 37243  
615.741.2401